



POLICE COMMUNICATIONS/ DISPATCH SUPERVISOR

FLSA Status: Non-exempt

Adopted: September 2005

Revised: January 2007, May 2007

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

GENERAL DEFINITION

The Police Communications/Dispatch Supervisor is a supervisory level non-sworn technical and complex clerical support classification associated with law enforcement support services assigned in the Town Police Department to direct and perform a variety of responsible records management, communications, and dispatching duties for emergency and non-emergency calls for service.

DISTINGUISHING CHARACTERISTICS

Under direction of the Chief of Police or Police Commander, the Police Communications/Dispatch Supervisor is a member of the Department's management team. This position is distinguished from a Police Dispatch/Clerk by the level of responsibility, supervision, confidentiality exercised, and discretionary purchasing authority for the department up to \$2,500. The Police Communications/Dispatch Supervisor trains subordinate Dispatchers in the use and operation of a variety of complex communications equipment including radios, telephones, computer-aided dispatch consoles, and records management systems as well as establish an annual refresher course for all Dispatch/Clerks. The Police Communications/Dispatch Supervisor may have a shift assignment.

TYPICAL DUTIES AND RESPONSIBILITIES

Duties may include, but are not limited to, the following:

- Plans, assigns, supervises and evaluates the work of subordinate staff who receive and transmit routine and emergency telephone and radio voice messages, dispatch required equipment, operate computer-aided dispatch equipment and manage police records
- Coordinates communications involving major emergency situations and incidents
- Receives emergency calls, complaints and inquiries from the public, evaluates information to determine jurisdiction and equipment to be dispatched, and performs or directs the dispatch of police and other public safety units
- Reviews and approves requests for overtime, time off and shift substitutions among dispatch staff
- Provides training and information to subordinates regarding procedural changes and current legal and operations information affecting emergency and non-emergency police services
- Trouble-shoots and diagnoses repair and maintenance needed for dispatch center communication equipment and makes necessary recommendations for correction
- Maintains various logs, indexes and records and prepares special reports as needed
- Coordinates handling of emergencies and operational problems with the sworn personnel in charge

- Functions as a member of the Police Department management team participating in department-wide policy development, administrative planning, risk management and safety and loss prevention
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- Provides responsible administrative and technical assistance to Police Chief, Commander, sergeant, and Officer in Charge
- Contacts other agencies to coordinate public safety operations
- Performs all duties of a dispatcher during staff shortages
- General office support functions such as maintains filing systems; screens, sorts and distributes mail; orders and maintains office supplies and equipment.
- Scheduling
- Performs related duties as assigned

QUALIFICATIONS

Knowledge of:

- Fundamental principles, practices, laws, rules and regulations in public personnel administration
- Principles in organization and management
- Methodologies used in maintaining police records and reporting statistics
- Principles of training
- Modern office methods, practices, procedures and computer equipment and software programs; business letter writing; record keeping principles and procedures; department procedures and policies and basic accounting principles
- San Mateo County law enforcement protocols
- Basic California Penal Code and Vehicle Code sections
- Operations, services and activities of a comprehensive municipal law enforcement dispatch program
- Ability to produce accurate statistical reports for state and federal use.

Ability to:

- Communicate clearly and concisely, both orally and in writing
- Collect, compile, and analyze information and data
- Establish and maintain effective relationships with those contacted in the course of work
- Plan, supervise and evaluate work of others
- Prepare budgets and work within budgetary allowances
- Administer programs with minimal guidance and supervision
- Maintain responsibility for proper storage, updating, and release of police records and associated files
- Interpret and apply a variety of rules, regulations, policies and procedures
- Understand and explain pertinent policies and procedures
- Use good judgment and time management skills in performing a variety of technical and complex clerical assignments
- Perform a variety of research tasks and preparation of statistical records
- Perform assigned duties with speed and accuracy
- Issue parking permits for the Town of Colma residents
- Type accurately at a speed of 35 words per minute
- Compile information and maintain records; maintain confidentiality as necessary

Education and Experience

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Education: Requires possession of a high school diploma or equivalent; Bachelor's Degree from an accredited college with major study in public administration or a closely related field preferred.
- Experience: Three (3) years of experience in a municipal police department communications as a Police Dispatcher. Additional experience in records management desired.

Licenses and Certificates

- Licenses: Possession of a valid California Class C Driver's License
- Certificates: Completion of P.O.S.T. Basic Dispatch Course
Possession of valid First Aid and CPR certification

SPECIAL REQUIREMENTS

A flexible work style, including the ability to work mandatory overtime shifts and successfully work with individuals from diverse backgrounds and professions; strong computer skills with proficiency in a variety of word processing, spreadsheet and database applications; ability to understand, interpret and communicate complex issues, laws, policies and procedures; maintain composure in difficult situations, a commitment to providing excellent customer service.

Ability to work effectively with co-workers, the public, and others by sharing ideas in a constructive and positive manner; listen to and objectively consider ideas and suggestions from others; keep commitments; keep others informed of work progress, timetables, and issues; address problems and issues constructively to find mutually acceptable and practical business solutions; maintain a high level of confidentiality, and work under pressure and in highly stressful situations.

These functions may be performed with or without reasonable accommodation:

- Speak clearly and understandably
- Attend and participate in evening meetings as assigned
- Review reports and correspondence quickly and accurately
- Use dexterity and vision necessary to operate computer equipment with a high degree of productivity
- On a continuous basis, must sit at a desk and in meetings for long periods of time
- Intermittently twist to reach equipment in their work area
- Perform simple grasping and fine manipulation
- Use a telephone and two-way radio
- Work extended and/or flexible hours including nights, weekends and holidays
- Communicate through written means
- Perform all duties listed on the job description except those determined to be incidental